**TRoubleshooting Guide**

**Possible Causes**

<table>
<thead>
<tr>
<th>The Kettle Does Not Turn On</th>
<th>Solution(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The kettle has not been plugged in</td>
<td>1. Check the plug is in the socket and the switch is on. Replace the fuse if necessary.</td>
</tr>
<tr>
<td>2. A faulty fuse may have blown</td>
<td>2. Wait 10 minutes for the kettle to reset.</td>
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<tr>
<td>4. The kettle does not heat</td>
<td>4. The element may have blown. Call customer services on 01293 652 500 for servicing information.</td>
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<tr>
<td>The Kettle is Sputtering Out of the Spout</td>
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</tr>
<tr>
<td>1. You may have over acted the kettle.</td>
<td>1.1 Only fill to the max mark (1.7L).</td>
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<tr>
<td>2. The kettle may have cleaning solutions remaining inside the body.</td>
<td>2. Follow the instructions from the cleaning &amp; care section and rinse through.</td>
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<tr>
<td>3. The filter may not be in position.</td>
<td>3. Ensure the filter is in position. For spare filters call Dualit on 01293 652 500.</td>
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<tr>
<td>Water Droplets Collect on Top the Power Base</td>
<td></td>
</tr>
<tr>
<td>1. The lid seal may be damaged or have a build up of lime scale</td>
<td>1. Replace the seal. For spare seals call Dualit on 01293 652 500.</td>
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<tr>
<td>Water droplets collect on the power base</td>
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<td>1. The lid seal may be damaged or have a build up of lime scale</td>
<td>1. Dry with non abrasive cloth.</td>
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</tbody>
</table>

**Possible Causes**

| The Kettle Leaks From the Lid |
|-----------------------------|-------------|
| 1. The lid seal may be damaged or have a build up of lime scale | 1. Desclear regularly (see cleaning & care). |

**Marks Have Appeared in the Kettle**

| Small brown spots can build up inside the kettle. This is not rust, small deposits of scale which contain iron can build up inside the kettle. | 1. Desclear regularly (see cleaning & care). |

**The Kettle Leaks from the Lid**

| The lid seal may be damaged or have a build up of lime scale | 1. Replace the seal. For spare seals call Dualit on 01293 652 500. |

**Water droplets collect on the top the power base**

| 1. The lid seal may be damaged or have a build up of lime scale | 1. Dry with non abrasive cloth. |

**Solutions**

| 1. Ensure the filter is in position. For spare filters call Dualit on 01293 652 500. |

**Electrical Safety**

- Before plugging in, check that the voltage on the rating label is the same as the mains supply.
- A short power supply cord is to be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
- Do not operate any appliance with a damaged lead or plug, or after the appliance malfunctions or has been damaged or dropped in any manner.
- In order to avoid hazard, if the power cord is damaged, it must be replaced by Dualit or an authorised Dualit repairer. Call Dualit’s Customer Helpline on +44 (0) 1293 652 500.
- NOTE: any plug cut from the power supply cord should be disposed of immediately. Inserting any cut off plug into a 13A socket-outlet is hazardous.
- Never use the plug without the fuse cover fitted. Ensure replacement fuse is the same current value as the original. Replacement fuses are available and should be ASTA approved to BS1362.
- To be protected against electrical hazards, fire and injury to persons, do not immerse the mains lead, plug, power base or kettle in water or any other liquid.
- To disconnect, turn any control to off, then remove plug from wall outlet.
- Use the kettle only with the power base supplied and vice versa.
- The use of accessory attachments not recommended by Dualit may result in fire, electric shock or injury to persons.
- This kettle features boil-dry protection. If the kettle is accidentally switched on without water, the boil-dry device will switch off the heating element to prevent damage to the kettle. Wait approximately 10 minutes for the kettle to cool down, lift and refil as normal. The kettle is now ready to use again. NOTE: if descaling of the heating plates has occurred, this can be easily removed by descaling your kettle.
- Allow the kettle to cool down completely before cleaning and storing.
- Do not store or use in an appliance garage or under cupboards.
- CAUTION: to prevent damage to the appliance, do not use abrasive cleaning agents. When cleaning, use a soft cloth and mild detergent.
- Do not boil the kettle if filled with descaling solution.
- Do not use scouring pads or abrasive cleaner on the appliance body.
KNOW YOUR CLASSIC JUG KETTLE

WARNING: IF THE KETTLE HAS JUST BOILED, IT WILL BE FULL OF STEAM, WHICH WILL ESCAPE AS SOON AS THE LID IS OPENED. THE LID WILL BE HOT. USE THE LID RING TO OPEN AND CLOSE THE LID.

FILLING YOUR KETTLE

WARNING: IF THE KETTLE HAS JUST BOILED, IT WILL BE FULL OF STEAM, WHICH WILL ESCAPE AS SOON AS THE LID IS OPENED. THE LID WILL BE HOT. USE THE LID RING TO OPEN AND CLOSE THE LID.

KETTLE REPAIR

Core components of your kettle are replaceable!

The Classic Kettle has been built to last, but should you experience any fault with your kettle, please contact Dualit for advice. The Classic Kettle is repairable and fitted with a patented, repairable element. Simply contact our helpline on 01293 652 500 or visit www.dualit.com/support for repair or servicing advice.

All servicing must be carried out by Dualit or authorised repair agent.

For your own protection only use original Dualit spares in your kettle. Fitting of non Dualit parts will invalidate the guarantee.

Instructions on Environment Protection

Do not dispose of this product in the usual household garbage at the end of its life cycle. Please hand it over to a collection point for the recycling of electrical and electronic appliances. The symbol on the product, the instruction of use or the packaging will inform you about the methods of disposal. The materials are recyclable as mentioned on its marking. By recycling, material recycling or other forms of re-utilization of old appliances you are making an important contribution to protect our environment. Please inquire at the community administration for the authorised disposal location.

Use descaling products suitable for kitchen appliances, these are readily available online or from most supermarkets or department stores. Use as per instructions on the packet. Follow these few simple steps to minimise scale build up in your kettle:

1. Empty the kettle after each use; do not allow water to stand in the kettle overnight. Use filtered water instead of tap water.
2. Descal the kettle regularly, at least once a month. If you live in a hard water area you may need to descale more often.
3. When descaling has finished, empty the kettle and rinse it out a minimum of 3 times with fresh water, then refill with fresh water, boil, then discard boiled water. FAILURE TO DO SO CAN CAUSE INJURY. DO NOT BOIL KETTLE WITH SCALE BUILD UP IN YOUR KETTLE: EMPTY THE KETTLE AFTER EACH USE; DO NOT ALLOW WATER TO STAND IN THE KETTLE OVERNIGHT. USE FILTERED WATER INSTEAD OF TAP WATER.
4. Do not boil kettle with water inside, the boil-dry device will switch off the heating element to prevent damage to the kettle.

CLEANING & CARE

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